

FIG 1

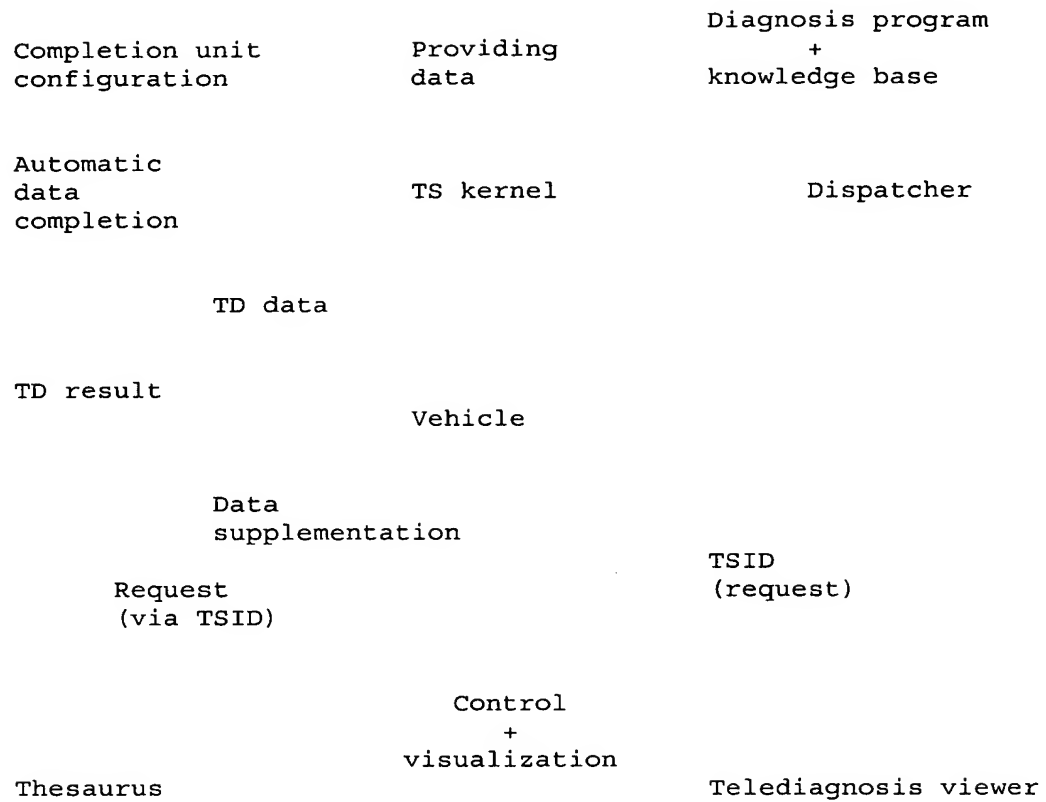


FIG 2

[see source for FIG 3]

Dispatcher
CSR selected
TS kernel Generating

FIG 4

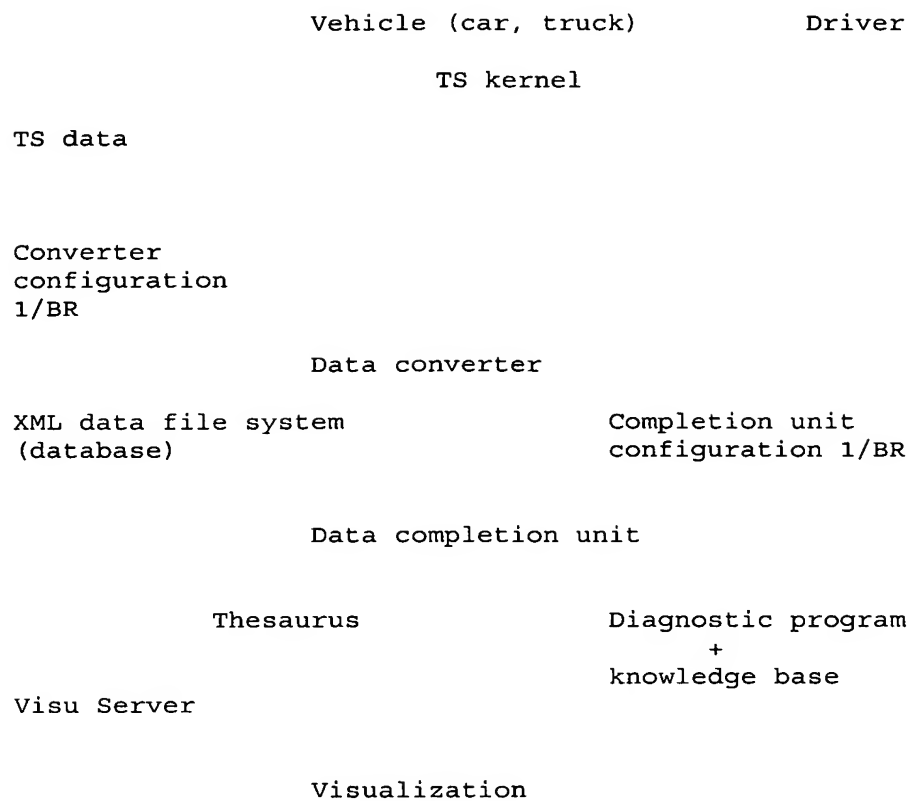
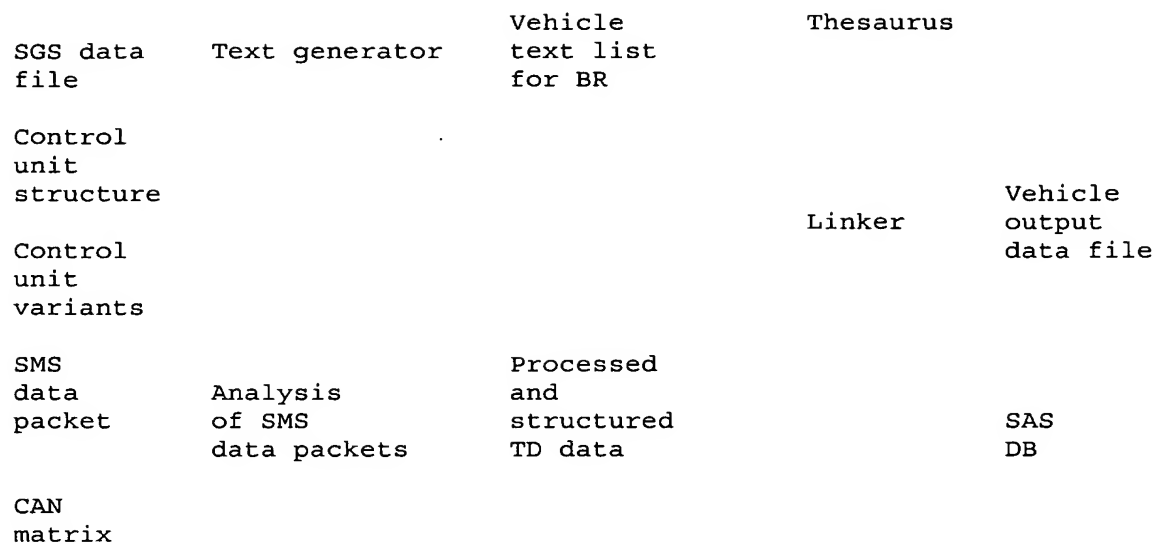


FIG 5

DAS



Variant handling

FIG 6

D:\SAS homepage\home(V2.0).HTM Microsoft Internet Explorer

Address

Change to

Welcome to the
Service Assistance System (SAS)

TSID

1-2P21EM

Full report

o

Small report

o

German

TSID: 1-2P21EM

Date/Time: 2/1/03, 9:14:04 p.m. CET

Vehicle data:

VIN

Mileage

Start Reset

Vehicle condition:

ESP information light

flashing

High beam driver's side

defective

Motor oil level

minimum reached

Defects found:

ESP (electric stability program)

C0815

rpm sensor interrupted

C4711

Steering angle sensor not
initialized

SRS (airbag)

B1234

Line to belt lock front left
has short circuit to ground

B9876

Coding for side airbag rear
not correct

FIG 7

[see source for FIG 8]

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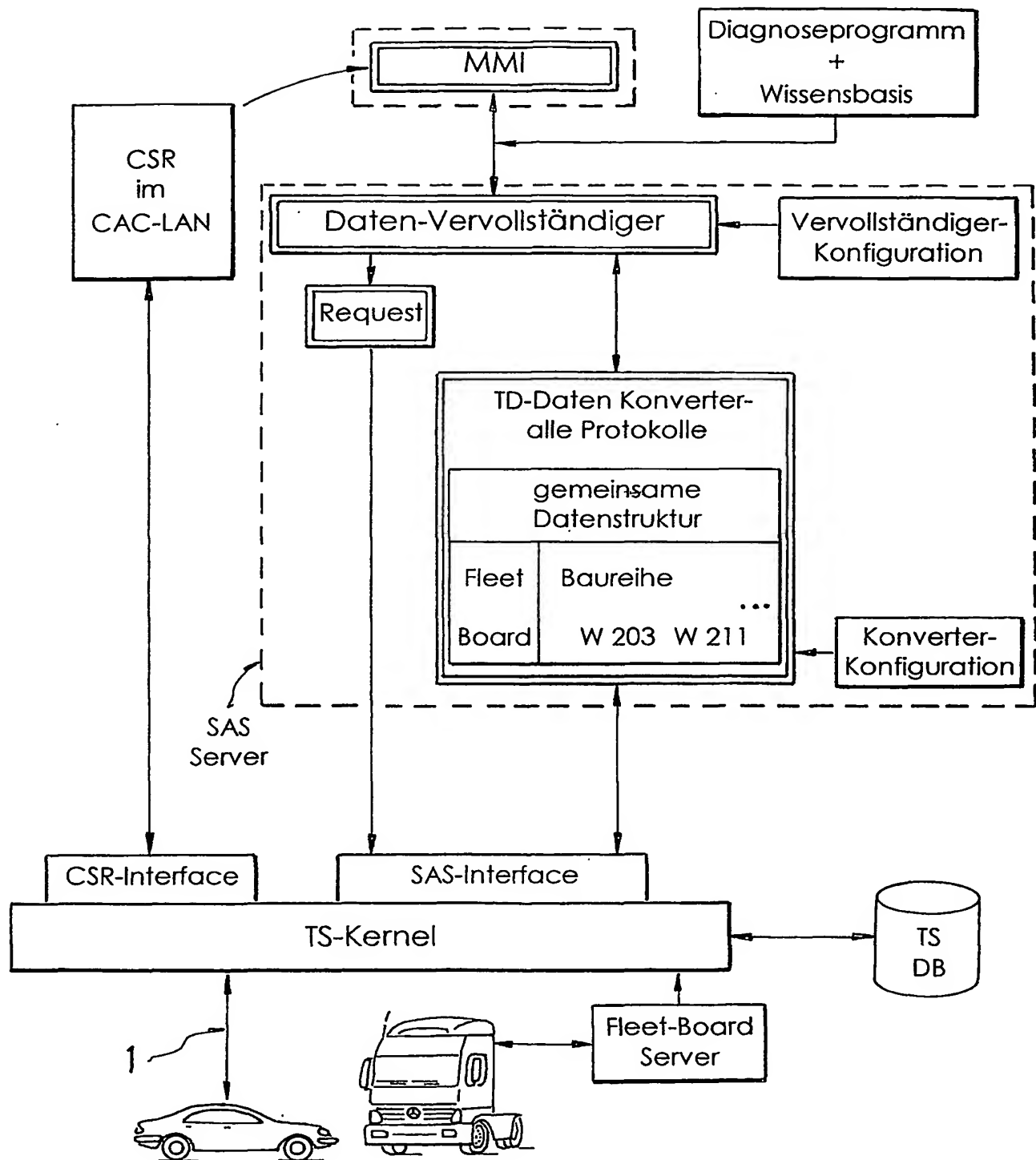


FIG. 1

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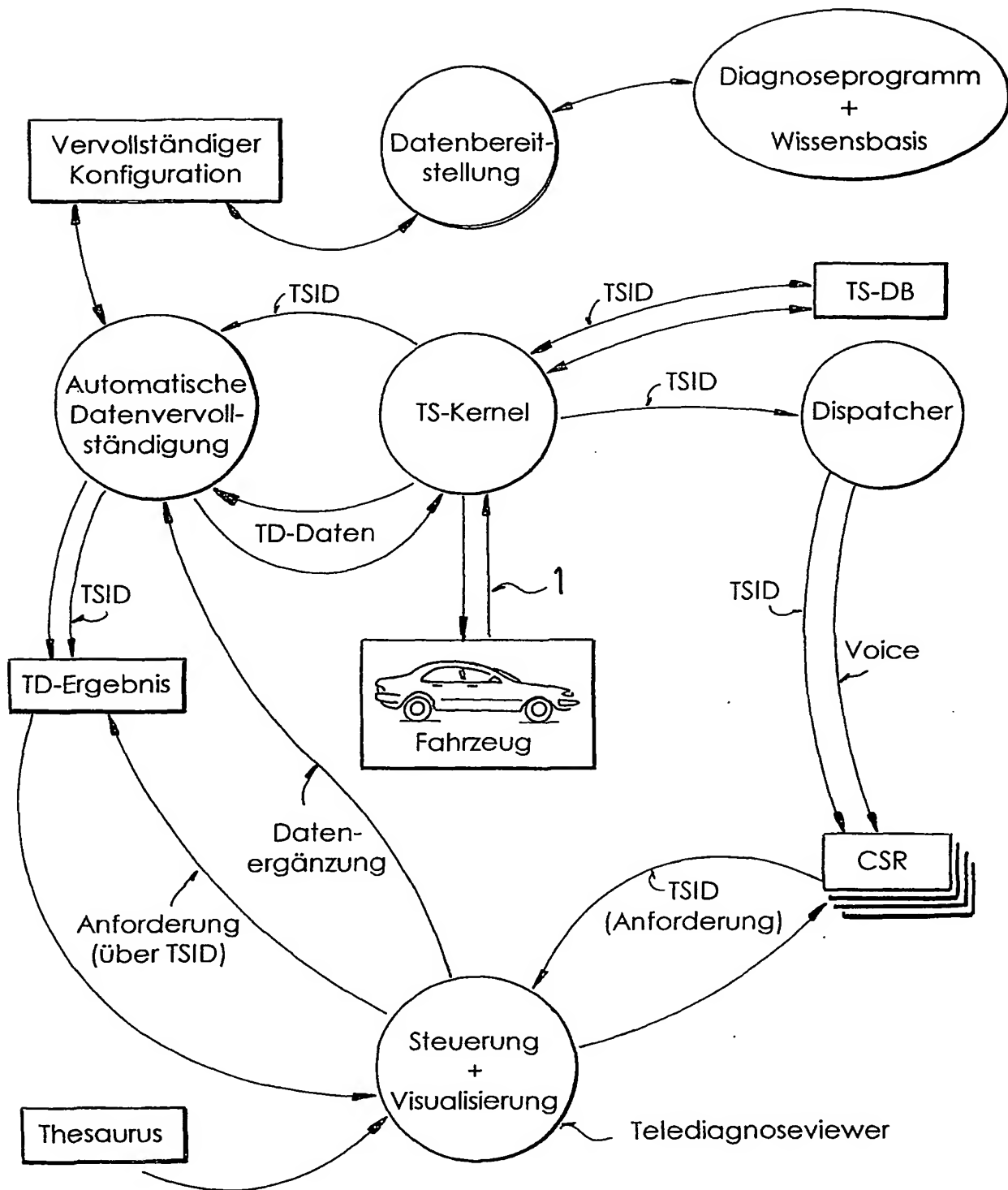


FIG. 2

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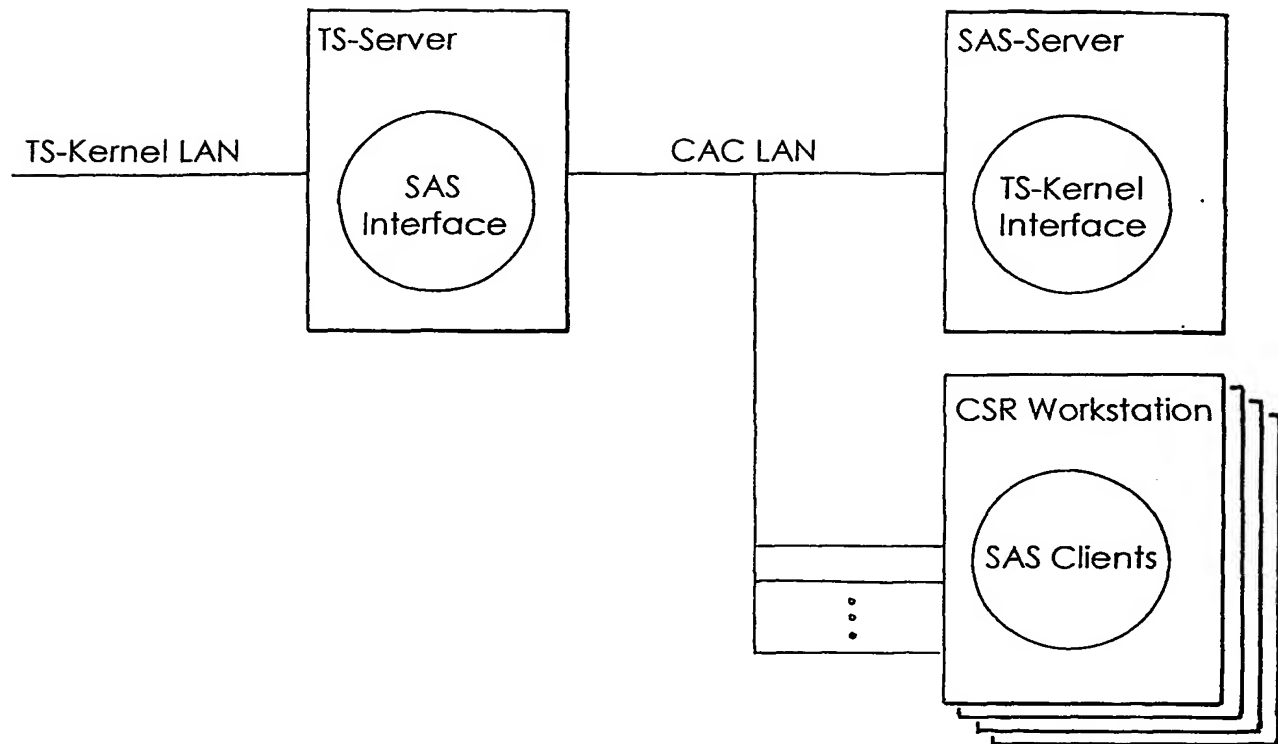


FIG. 3

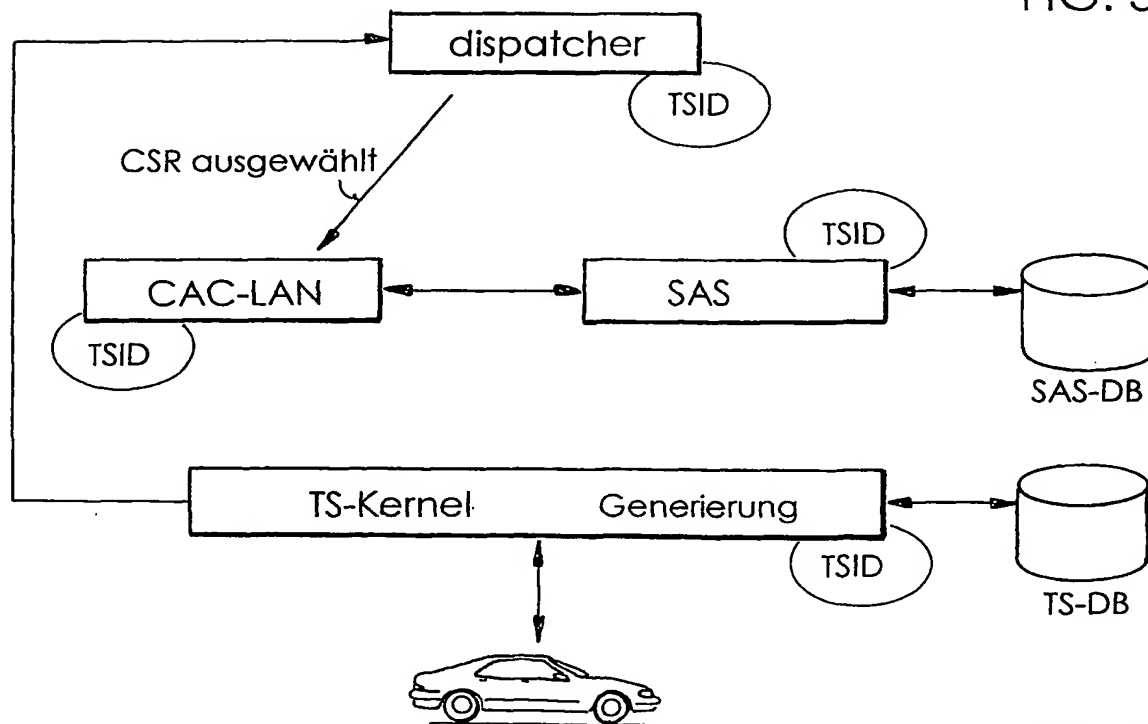


FIG. 4

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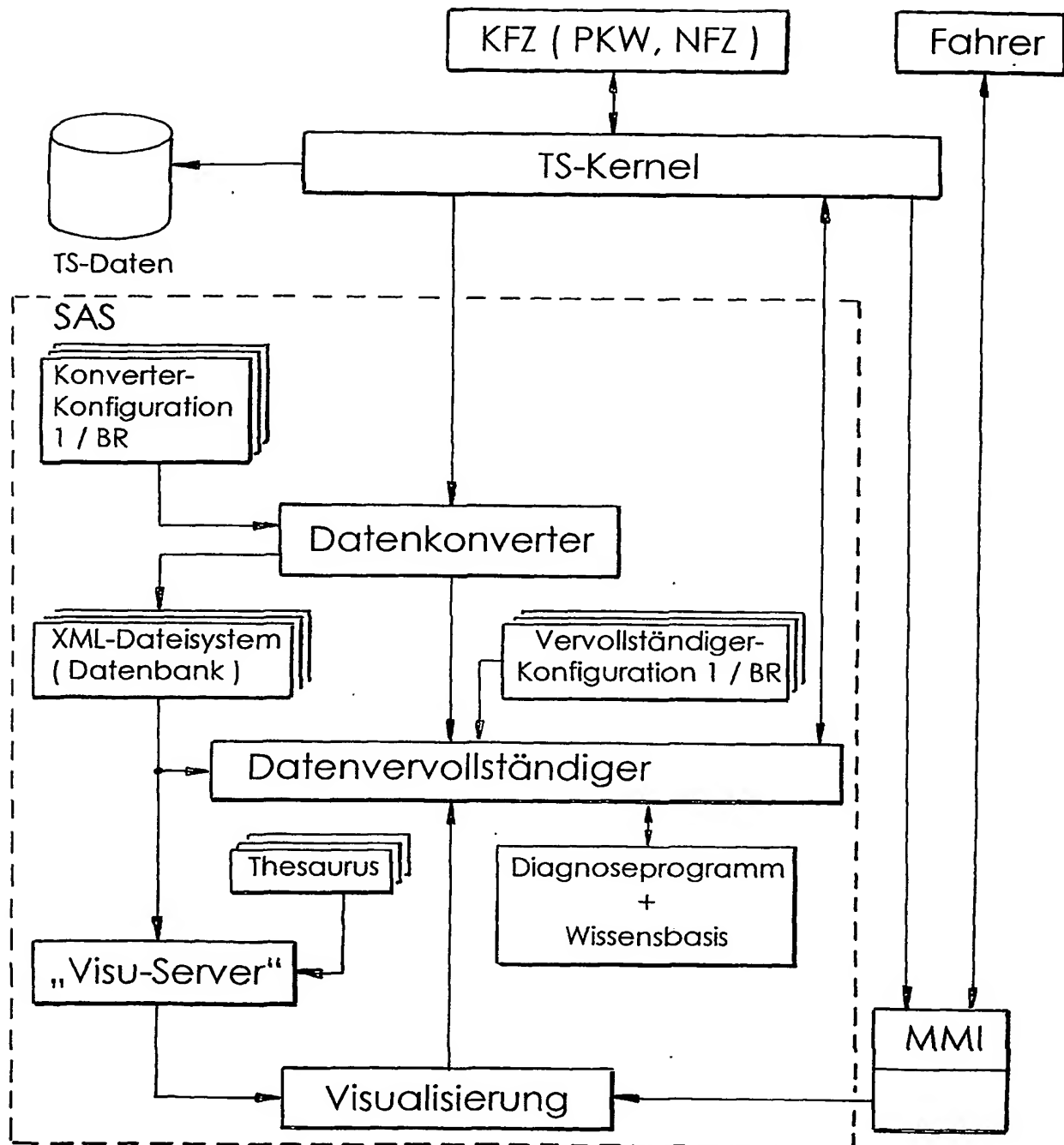


FIG. 5

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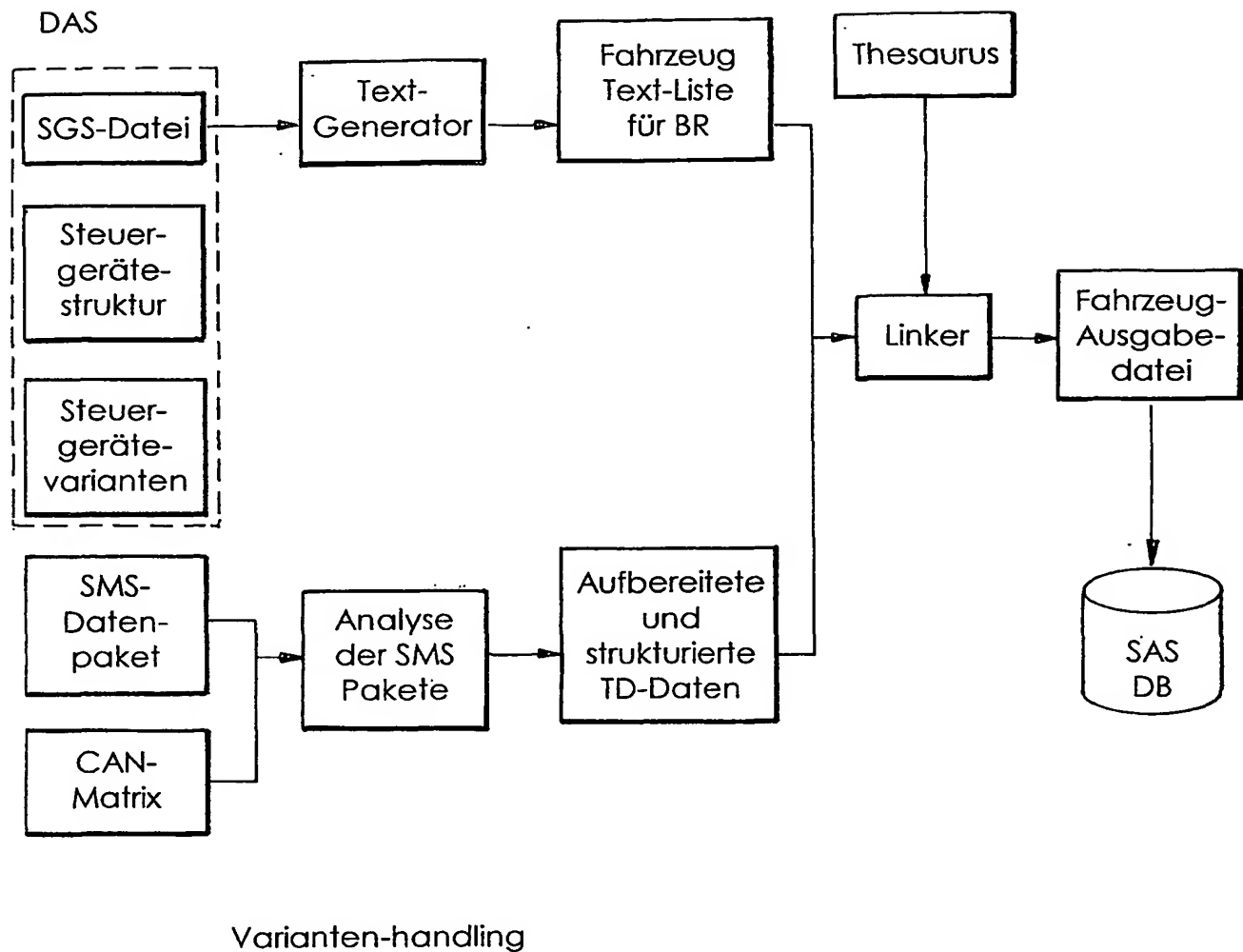


FIG. 6

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D:\SAS Homepage\home(V2.0).HTM-Microsoft Internet Explorer	
Adresse	D:\SAS Homepage\home (V2.0).HTM ↕ Wechseln zu
TSID <input type="text" value="1-2P21EM"/> Full Report <input type="radio"/> Small Report <input type="radio"/> Deutsch ▼ <input type="button" value="Start"/> <input type="button" value="Zurücksetzen"/>	<p align="center">Willkommen beim Service Assistance System (SAS)</p> <hr/> TSID: 1-2P21EM Datum/Uhrzeit: 01.02.03/21:14:04 MEZ Fahrzeugdaten: FIN WDB211086ABCDEF12 KM-Stand: 123 456 km Fahrzeugzustand: ESP-Infolampeblinkend Fernlicht Fahrerseitedefekt Motor-ÖlstandMinimum erreicht Vorhandene Fehler: ESP (Elektr. Stabilitätskontrolle) C0815Drehzahlsensor hat U'Brechung C4711Lenkwinkelsensor nicht initialisiert SRS (Airbag) B1234Leitung zum Gurtschloß VL hat Kurzschluß nach Masse B9876Codierung Sidebag hinten nicht korrekt

FIG. 7

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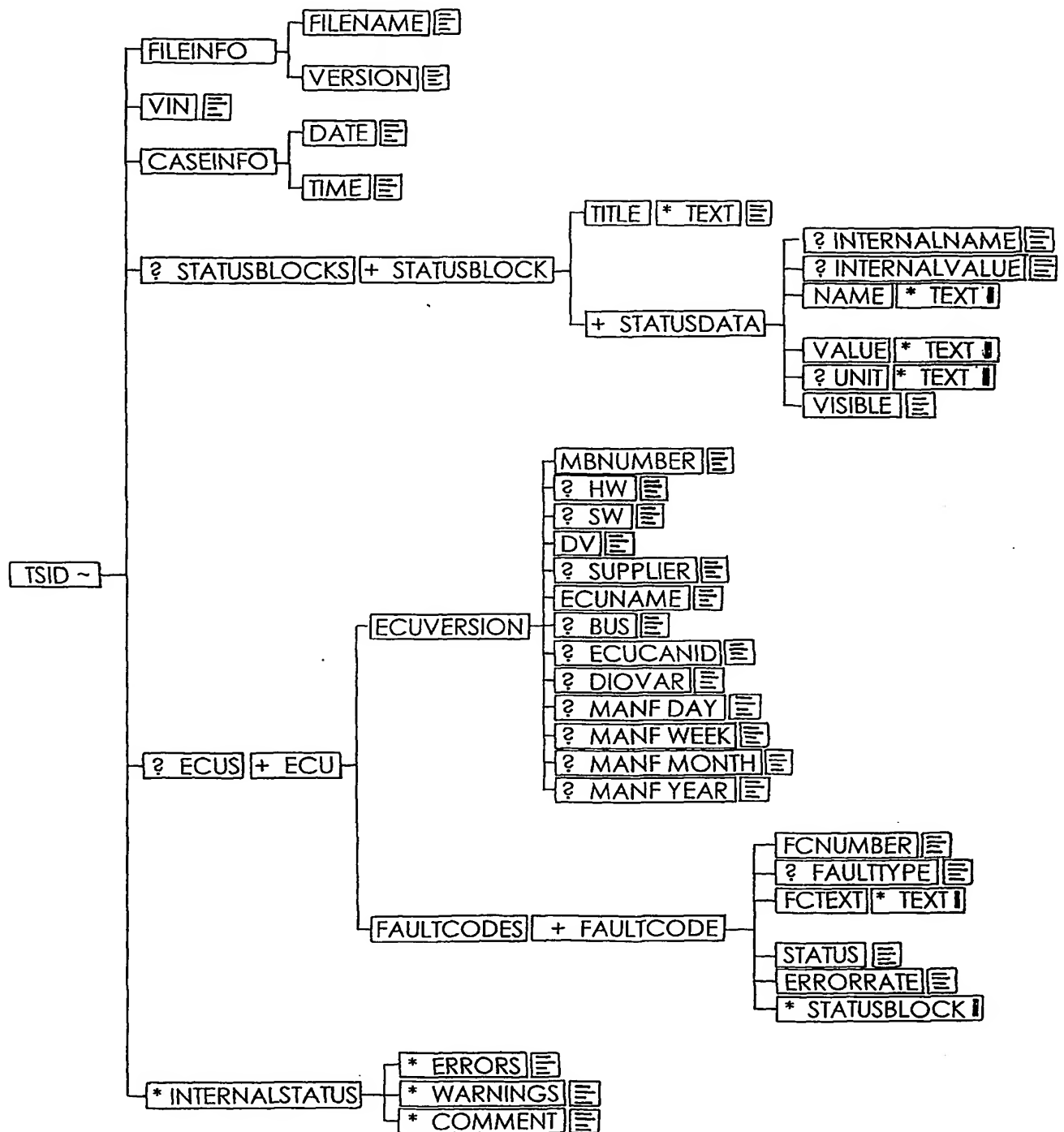


FIG. 8